



Information Technology Services

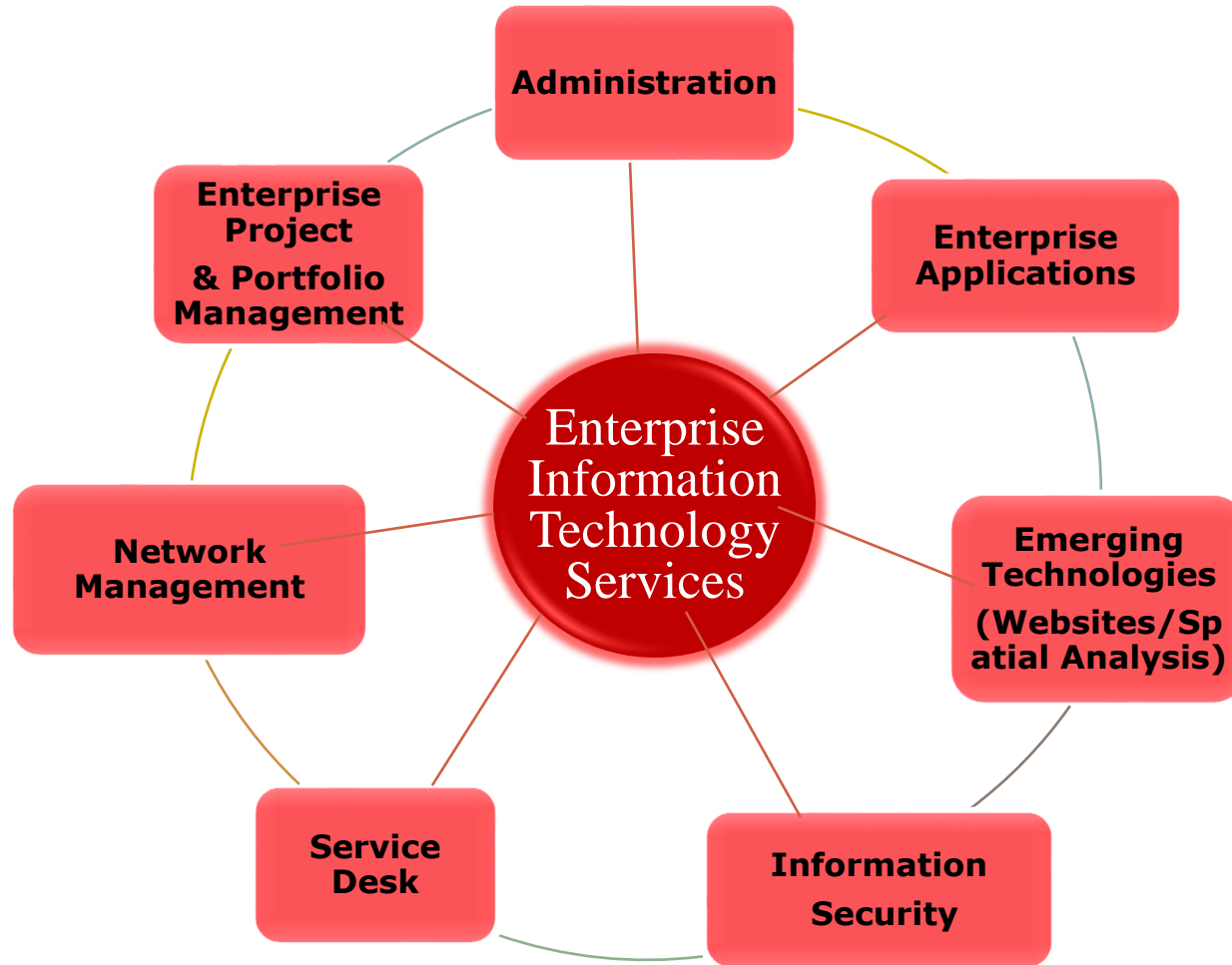
Vanetta Pledger

CIO / Director

Ken Moss, presenting

Service Desk Manager

Information Technology Services



What do we do?



Support & maintain City staff PC's & mobile technologies



Support & maintain the City's applications, websites, and associated databases



Support & maintain the City's I-NET and Data Centers



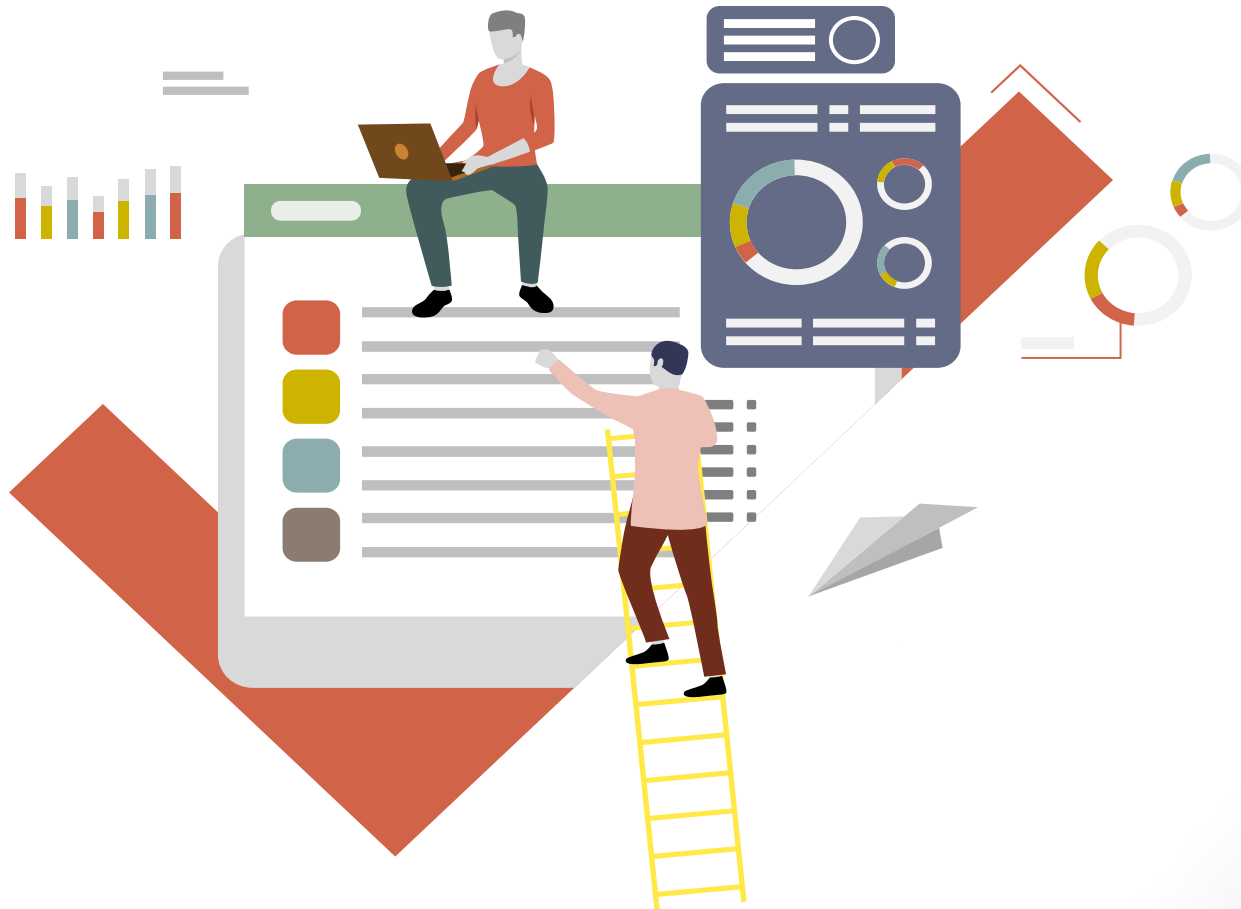
Assist City departments in deploying new technologies and product lifecycle management

Use Information Security Best Practices to protect the City's data

Administration

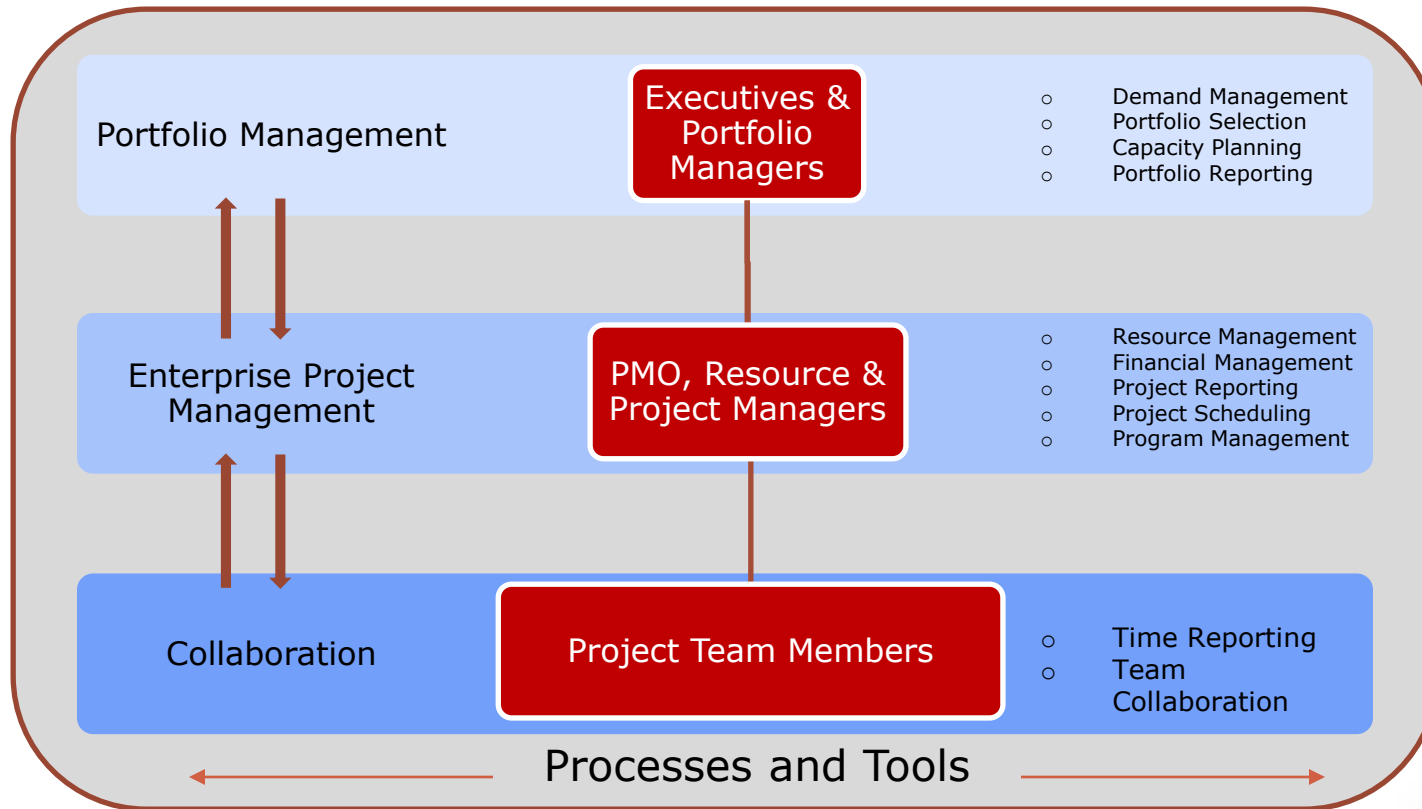
Annual budgeting and financial management, procurement, human resource management and strategic planning.

Link to the current [ITS Strategic Plan](#).



Enterprise Project & Portfolio Management

Projects
begin
and end
here



True or False!

- The Enterprise Project & Portfolio Management team recently developed and launched the "IT Project Request Form" providing a streamlined means for department staff around the City to make requests.
 - TRUE OR FALSE?

Network Management

- Data Center
- Network Connectivity
- Remote Access Technology
- Wireless Access
- Municipal Fiber

**Makes it all
happen in the
background**



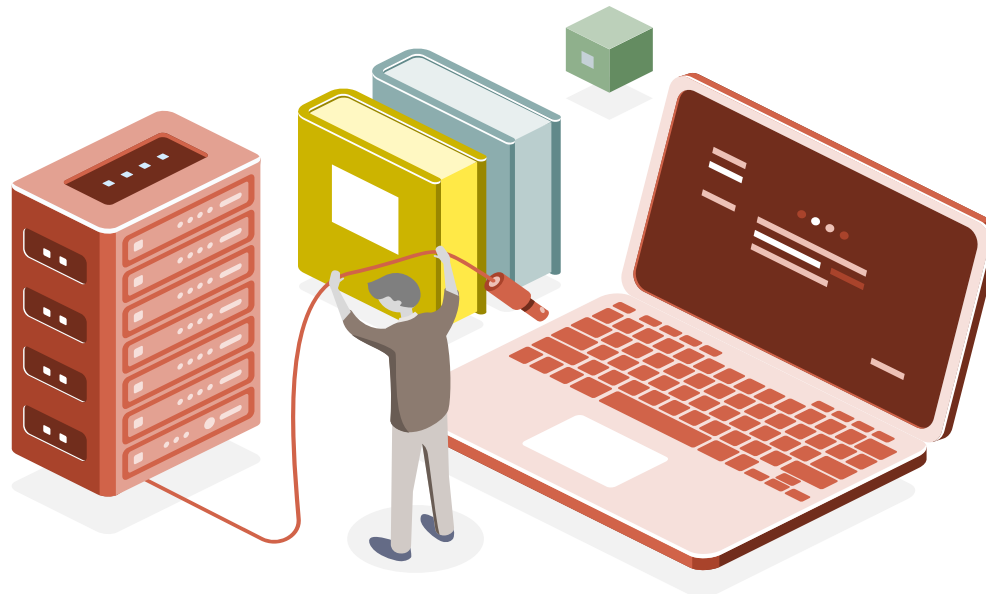
- ✓ Over 450+ Servers across the entire enterprise (production and testing)
- ✓ 204 Network Nodes (switches, routers, firewalls)
- ✓ Nearly 400 Wireless Access Points at 49 City facilities
- ✓ Over 3,800 Desk Phones
- ✓ Over 1 ***Petabyte*** of storage (1 Petabyte equals 1,000 Terabytes)

True or False!

- The ITS data storage environment is 1 Petabyte in size. This equates to 10 million 4-drawer file cabinets
 - TRUE OR FALSE?

Service Desk Operations

- Adheres to Information Technology Infrastructure Library (ITIL) framework for service management
- Align IT services with the needs of the business, and to demonstrate compliance and improvement
- Provide technical hardware/software support for the City's internal staff
- Provide continued IT service improvement



True or False!

- In 2020, the ITS Service Desk addressed over 20,000 service tickets sent by department staff in need of various types of assistance.
 - TRUE OR FALSE?

Protect
Information

Information Security

Reduce
Risk

- Security Awareness
- Risk Management
- Data Security
- Compliance
- Defense-in-depth
- Continuous Monitoring and Alerting
- Incident Response
- Endpoint Protection
- Mobile Device Management
- Business Continuity

Monitor,
Detect,
Prevent



Confidentiality
Integrity
Availability

True or False!

- Multi-Factor Authentication (MFA) is a great way to restrict access to your files and devices.
 - TRUE OR FALSE?
- Just for fun...test your knowledge of common cybersecurity concepts and terms:
- [Cybersecurity Knowledge Quiz | Pew Research Center](#)

Improve Efficiency of Government Processes

Enterprise Business Systems Support and Emerging Technologies Divisions -

- Enterprise Resource Planning (ERP)
- Land Use Management System (APEX Permitting System)
- Geographic Information Systems (GIS)
- Alexandria Justice Information System (AJIS)
- City's Website and Alex311

Alex-311



Connecting You to City Services

Alex311 is the City of Alexandria's customer service initiative to connect our customers to more than 175 City services in a variety of convenient ways. Connect with Alex311 online, through the mobile app, on Facebook and Twitter, by phone, or in person.

For immediate police, fire or emergency medical assistance, call or text 911.

For non-emergency requests requiring police response (such as animal control, motor vehicle crashes without injuries, parking and noise complaints, lost or found property, or crimes that occurred in the past), call [703.746.4444](tel:703.746.4444). Additional crisis hotlines are listed below.



Alex311 Website

Use the Alex311 website to submit and track requests. For information about an open online service request ticket, call 311 or 703.746.4311.



Alex311 Mobile App

Install the Alex311 mobile app to submit and track requests on the go.



Twitter

Submit requests by tweeting or direct messaging us at [@AlexandriaVA311](https://twitter.com/AlexandriaVA311).



Facebook

Submit requests by commenting or sending a Facebook message at [@AlexandriaVA311](https://www.facebook.com/AlexandriaVA311).



By Phone

Call 311 or [703.746.4311](tel:703.746.4311)

Weekdays: 7 a.m.-7 p.m.; Saturdays: 8 a.m.-noon
(Except City holidays)

Voicemail available after hours



In Person

Submit requests in person at any City government location.

True or False!

- ITS supports every department in the City either directly or indirectly, including the public safety agencies, human services, Courts and Recreation.
 - TRUE OR FALSE?

ITS Work During COVID-19

Keeping City Staff Productive

- Added tools like Teams, SharePoint capabilities, more Citrix licenses
- Purchased and deployed laptops, cell phones.
- Conducted training on remote-work and provided weekly tips on telework
- Stood up Virtual Contact Centers for Health Department, Housing, Finance, DCHS, AEDP
- Staff could be responsive, and work safely at home

Special Initiatives

- Supported EOC and created “New Day Alexandria” SharePoint site
- Used Alex311 to support Housing’s application for emergency rent funds
- Supported DEC to allow 911 call takers to work from home – first in the nation!
- Set up and supported over 1,300 Virtual Public Meetings and 700 webinars to support public input into decision-making

IT Commission



Meetings held 5 times per year, open to the public

www.alexandriava.gov/19638



Questions?

Information Technology Services

421 King St., Suite 205

Alexandria, VA 22314

703.746.3001

www.alexandriava.gov/Technology